

# Learning from the past to benefit the future

## JSC Lessons Learned Database is now online

It has been said that people should strive to learn something new everyday. Now, JSC employees have a convenient way to share lessons they've learned at work. The Johnson Space Center Lessons Learned Database (LLDB) is now the official vehicle for documenting lessons learned in various JSC programs. It is located at <http://iss-www.jsc.nasa.gov/ss/issapt/lldb/>.

Any user with a JSC workstation may submit a lesson via the system, as well as search the LLDB database for lessons by keyword, lesson number or category. No identification or password is required.

"Before the database was developed, JSC Directorates recorded their lessons-learned information in a wide variety of ways – some in electronic files, some in the International Space Station lessons learned database, some in the NASA headquarters database and still other records were kept in file cabinets," said Ralph Anderson, Project Improvements Office Manager.

This fragmented approach did not take advantage of Web technology to share and disseminate valuable lessons-learned information.

"Our previous individual system's shortcomings were two-fold," Anderson said. "Retrieving information for later use was difficult and impractical, and sharing across multiple organizations was not practiced."

Anderson said the new database addresses these two issues and adds a wealth of new features that greatly enhances recording and retrieval capabilities. The new JSC LLDB provides entirely new functionality for a new JSC user base. It incorporates most of the functionalities of the ISS LLDB application and includes many enhancements as well.

The JSC LLDB includes the following upgrades and enhancements:

- LLDB users may attach photographs or graphics associated with their lessons.
- A spell-check feature is now available when the lesson is submitted.

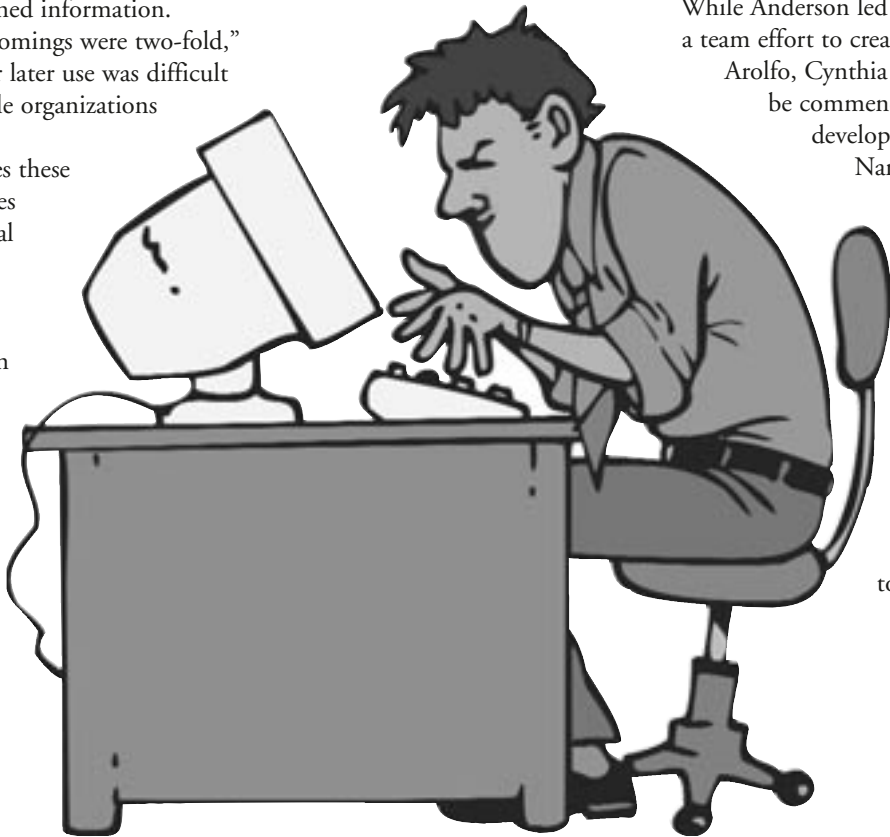
- All JSC lessons learned progress through a newly developed review process documented in detail in the Common Work Instruction titled "JSC Lessons Learned Process."
- Automated e-mails notify registered users as lessons move through the JSC review process.
- Additional report options are available to the Systems Management Office and Directorate Level Organization Reps, including a quarterly report.
- When a lesson is approved by the Systems Management Office and released for public viewing, the text of the lesson is automatically e-mailed to the JSC CDM for submittal to the NASA Headquarters LLIS.

Anderson added he can give Superior Accomplishment Awards to civil-servant employees who successfully submit a lesson. The Superior Accomplishment Award includes a \$250 cash award.

While Anderson led the database project, he is quick to say it was a team effort to create it. "The professional Barrios team of Linda Arolfo, Cynthia Fontenot, Kevin Sharpe and Beth Walls is to be commended, as well as the NASA JSC requirements development team of Vince Berend, Brent Fontenot, Nancy Munoz and Ron Montague," he said.

"Without their support, this project may not have materialized."

The database, which took less than a year to create, will have long-term benefits for the space program. "This was a fun project to develop, and I got the feeling of contributing something worthwhile to the Center and for the Agency," Anderson said. "Making the documentation and retrieval of lessons learned easier for our personnel will enhance our successors' abilities to benefit from the information we leave for generations to come." ♦



## Efficient, effective, accountable Freedom to Manage Program helps streamline processes

By Kendra Ceule

A new government-wide program is helping Johnson Space Center employees work more efficiently. Freedom to Manage, or F2M, has been implemented throughout the Agency and strives to eliminate roadblocks to effective management.

F2M can help JSC employees do their jobs more efficiently by streamlining process, removing barriers and cutting red tape.

F2M was born of a commitment established in this year's President's Management Agenda, in which President Bush declared that his Administration would be "dedicated to ensuring that the resources entrusted to the federal government are well managed and wisely used."

The program has already initiated some changes at JSC. For example, the Center now has increased authority when it comes to hiring its senior executives or making changes to organizational

charts, said Greg Hayes, Director of Human Resources. Hayes is JSC's point of contact for F2M, and also serves on NASA's F2M Task Force.

"These things used to have to be approved by Headquarters," Hayes said. "Now the Centers have much more flexibility."

Part of Hayes' responsibility with the Freedom to Manage program is to sort through the suggestions submitted by JSC employees. The suggestions that are deemed feasible are passed on to the appropriate contacts to be examined and possibly implemented.

Employee suggestions are at the heart of F2M: The more management impediments

that are pointed out, the more that can be addressed. Contractors and civil servants alike are strongly encouraged to submit their suggestions.

"Don't hesitate to suggest something," said Hayes. "We're always looking for fresh ideas."

Visit <http://f2m.nasa.gov/submit.htm> for instructions on submitting your F2M suggestions in order to make JSC a more efficient place to work. ♦

“Don’t hesitate to suggest something. We’re always looking for fresh ideas.”

– Greg Hayes